



UCKFIELD TOWN COUNCIL

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Town Clerk – Holly Goring

A meeting of the **General Purposes Committee** to be held on
Monday 20th May 2019 at 7.00pm
in
The Council Chamber, Civic Centre

AGENDA

Under The Openness of Local Government Bodies Regulations 2014, members of the public are able to film or record during a committee meeting.

1.0 DECLARATIONS OF INTEREST

Members and officers are reminded to make any declarations of personal and/or prejudicial interests that they may have in relation to items on this Agenda. Should any Member consider that they require a dispensation in relation to any prejudicial interest that they may have, they are asked to make a written application to the Clerk well in advance of the meeting.

Notice should be given at this part of the meeting of any intended declaration. The nature of the interest should then be declared later at the commencement of the item or when the interest becomes apparent.

2.0 STATEMENTS FROM MEMBERS OF THE PUBLIC ON MATTERS ON THE AGENDA AT THE CHAIRMAN'S DISCRETION

3.0 APOLOGIES FOR ABSENCE

4.0 MINUTES

4.1 Minutes of the meeting of the General Purposes Committees held on the 1st April 2019

4.2 Action list – for information only
(Attached)

4.3 Project list – for information only
(Attached)


5.0 FINANCIAL MATTERS

5.1 To note bills paid

- 5.2 To note the income and expenditure reports for 2018/19
(Attached)
- 5.3. Bad Debts
(Attached)
- 5.4 To note the end of year statement for Community Infrastructure Levy funding for 2018/19
(Attached)
- 6.0 BUILDINGS**
- 6.1 To note the current position with the Council's buildings
(Attached)
- 7.0 POLICY**
None
- 8.0 ADMINISTRATION**
- 8.1 To receive a report on Health and Safety within the Council
(Attached)
- 8.2 To receive Members' audit reports
(Attached)
- 9.0 REPORTS FROM COUNCIL REPRESENTATIVES ON OUTSIDE ORGANISATIONS**
- 9.1 To consider reports from:-
- (i) Citizens Advice Bureau (Attached)
 - (ii) Ridgewood Village Hall Management Committee (nothing to report)
 - (iii) Uckfield and District Preservation Society (nothing to report)
 - (iv) Uckfield Volunteer Centre (nothing to report)
 - (v) Wealden District Association of Local Councils – Management Committee (nothing to report)
 - (vi) Wealden District Association of Local Councils – Planning Panel (Attached)
 - (vii) Wealden Works (nothing to report)
- 10.0 CHAIRMAN'S ANNOUNCEMENTS**
- 11.0 TOWN CLERK'S ANNOUNCEMENTS**
- 12.0 CONFIDENTIAL BUSINESS**
To consider whether to **RESOLVE** to exclude the press and public (pursuant to the Public Bodies (Admission to Meetings) Act 1960) during consideration of the following confidential business to be conducted: -
- 12.1 Action list (confidential business)
(Attached)
- 12.2 To explore early considerations into the lease agreement for Ridgewood Village Hall
(to follow)

12.3 To review the second round of the tender process for the Year 4
Maintenance Programme
(to follow)

12.4 To consider an update on Luxfords Restaurant
(to follow)



Town Clerk
14th May 2019

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General Purposes Financial Forecast as at 31st March 2019

	Apr 18 Actuals £	May 18 Actuals £	Jun 18 Actuals £	Jul 18 Actuals £	Aug 18 Actuals £	Sep 18 Actuals £	Oct 18 Actuals £	Nov 18 Actuals £	Dec 18 Actuals £	Jan 19 Actuals £	Feb 19 Actuals £	Mar 19 Actuals £	Total £	2018/2019 Budgets
Sales														
Administration	7	11	22	0	204	27	13	10	4	4	6	9	317	0
Festive Light Income	0	0	0	0	0	0	0	0	0	2,000	0	0	2,000	2,000
Special Int. Bearing Interest	33	137	122	45	38	49	313	276	264	171	139	137	1,724	100
Interest Misc. (Fixed Rate Bond)	0	0	0	2,021	0	0	0	0	0	0	0	0	2,021	1,243
Civic Centre	7,122	11,872	10,157	6,678	11,922	10,084	6,419	9,824	3,846	11,701	4,071	12,680	106,376	91,600
Civic Centre Vending Machine	0	0	96	0	0	26	0	0	0	0	0	0	122	500
Feed-in Tariff Payments	1,413	0	0	2,098	0	0	1,534	0	0	93	0	0	5,138	5,000
Quickborn Suite rent	708	708	708	708	708	708	708	708	703	713	708	708	8,496	8,500
West Park Pavilion	0	0	19	0	41	0	0	0	0	0	0	0	60	100
Victoria Pavilion	811	908	792	1,324	872	792	1,235	798	792	792	1,419	1,275	11,810	11,300
RHI - C.Centre Boiler	0	0	6,180	0	0	0	13	0	0	3,451	0	0	9,644	10,000
Victoria Storage Garages	100	0	0	0	0	0	0	0	0	0	0	0	100	100
Cemetery Chapel workshop	0	0	1,050	0	1,050	0	0	1,050	0	0	1,050	0	4,200	4,200
Foresters Hall	227	1,826	4,443	164	1,312	661	1,039	5,167	54	948	474	4,989	21,304	15,200
Foresters Chapel	272	0	0	272	0	0	272	0	0	272	0	0	1,088	1,087
2a Vernon Road, rent	625	0	1,250	625	1,250	0	625	625	625	625	625	600	7,475	7,200
Signal Box	333	333	333	333	333	333	333	333	333	354	354	589	4,294	4,350
Osborn Hall	0	0	0	0	390	0	0	100	0	0	0	0	490	440
Ridgewood Village Hall	0	0	0	0	0	0	0	0	0	0	0	733	733	1,140
Bridge Cottage	0	0	0	0	3,993	0	0	0	0	0	1	0	3,994	3,301
CAB - The Hub	0	0	4,462	1,446	600	0	347	8,484	398	0	4,694	399	20,830	22,150
Community Toilet Scheme	0	0	275	0	275	0	0	275	0	0	275	0	1,100	1,100
Total Sales	11,651	15,795	29,909	15,714	22,988	12,680	12,851	27,650	7,019	21,124	13,816	22,119	213,316	190,611
New Initiatives 2018/19														
West Park Pavilion Scheme	0	0	0	0	0	0	0	0	0	0	0	0	0	15,000
Bus Service	0	0	944	0	0	1,007	0	0	1,105	0	0	1,052	4,108	3,000
Data Protection	0	168	0	11	1,007	0	0	0	0	0	0	34	1,220	2,000
Total New Initiatives 2018/19	0	168	944	11	1,007	1,007	0	0	1,105	0	0	1,086	5,328	20,000
Purchases														
Administration	1,486	2,145	632	1,668	1,596	1,513	1,505	2,638	566	2,412	1,703	812	18,676	16,966
General Advertising	0	0	181	0	0	0	0	0	0	0	0	0	181	800
Recruitment Advertising	0	0	0	0	0	0	0	0	0	0	0	100	100	500
Office Equipment/Computers	745	(1,613)	337	2,571	728	474	592	30	826	629	406	589	6,314	9,500
Hospitality	0	0	0	0	0	97	0	22	11	0	0	0	130	100
Health & Safety	0	0	0	0	0	0	0	0	0	1,166	92	0	1,258	1,250
Insurances	0	56	6,928	0	0	0	23,361	0	0	0	0	0	30,345	35,000
Mayor's Allowance	0	0	435	0	0	435	0	0	435	0	0	435	1,740	1,741
Accountants Fees	0	0	4,500	0	0	0	0	0	0	0	0	0	4,500	4,500
Grants Section142	9,418	0	0	0	0	0	9,418	0	0	0	0	0	18,836	19,500
Grants - Power of Competence	12,984	0	0	0	0	0	9,464	0	0	0	0	0	22,448	25,000
Volunteer Bureau SLA	8,000	0	0	0	0	0	0	0	0	0	0	0	8,000	8,000
Clothing - Corp & Prot - Indoor staff	0	0	0	0	0	54	0	87	40	0	0	0	181	450
Internal Audit Fees	0	0	420	0	0	0	0	860	0	0	430	0	1,710	1,680
Audit Fees	0	0	0	0	0	2,000	0	0	0	0	0	0	2,000	2,323
Professional Fees	387	784	475	125	0	0	0	450	495	0	1,000	1,972	5,688	10,600
Festive Lights	0	0	0	0	0	0	0	25	0	10,310	0	0	10,335	12,900
Festive Light Electricity	0	0	0	0	174	0	0	0	0	0	0	0	174	300
Office Staff - Salaries	19,466	16,927	16,396	16,392	18,506	19,287	19,517	19,305	19,305	19,335	19,305	19,305	223,046	244,127
Members Allowances	45	0	3,474	0	0	3,750	0	0	3,789	0	0	3,789	14,847	15,232
Newsletter	0	400	400	400	400	400	400	888	400	400	400	400	4,888	4,855
Bank Charges	43	40	40	43	40	40	43	40	40	43	40	40	492	600
Civic Centre Running Costs	9,108	6,186	5,232	5,242	4,604	7,083	7,851	9,512	8,745	12,253	10,725	6,870	93,411	96,815
Caretakers - Salaries	7,032	8,141	8,822	8,043	8,487	8,175	8,183	8,493	7,595	8,219	7,314	8,448	96,952	86,362
West Park	359	0	188	0	0	293	554	2,664	296	95	350	352	5,151	5,320
Victoria Pavilion	1,798	1,039	1,613	392	392	1,998	1,050	941	2,497	5,971	350	3,378	21,419	16,704
Cemetery Buildings	134	135	135	135	135	135	135	135	385	135	0	0	1,599	1,250
Cem B. Maintenance Contract	0	0	0	0	0	0	245	0	0	0	0	0	245	0
Signal Box	0	0	0	0	0	0	547	867	0	277	0	0	1,691	0

** Earmarked Reserves

	Apr 18 Actuals £	May 18 Actuals £	Jun 18 Actuals £	Jul 18 Actuals £	Aug 18 Actuals £	Sep 18 Actuals £	Oct 18 Actuals £	Nov 18 Actuals £	Dec 18 Actuals £	Jan 19 Actuals £	Feb 19 Actuals £	Mar 19 Actuals £	Total £	2018-2019 Budgets
Sales														
Restaurant Food sales	8,624	8,541	8,676	8,222	8,243	8,354	7,725	10,625	7,449	8,822	8,455	8,277	102,013	121,800
Restaurant Bar sales	525	602	721	834	575	458	430	397	715	391	372	355	6,375	6,800
Hire of Luxfords Restaurant	147	110	158	304	147	184	63	147	205	163	147	220	1,995	2,700
Function Food Sales	62	1,643	1,216	1,827	432	2,480	922	4,238	2,155	1,887	2,626	4,630	24,118	26,400
Function Bar sales	1,205	381	1,221	4,087	95	785	1,087	394	1,026	840	1,648	1,068	13,837	18,000
Urn hire	102	110	110	22	159	76	150	92	84	100	60	231	1,296	1,000
Sundry Income	33	25	33	42	33	42	8	33	42	33	33	204	561	0
Total Sales	10,698	11,412	12,135	15,338	9,684	12,379	10,385	15,926	11,676	12,236	13,341	14,985	150,195	176,700
Purchases														
Food purchases	2,924	3,285	2,706	2,862	2,894	3,093	3,179	4,062	2,897	3,493	3,572	3,866	38,833	40,000
Bar purchases - non-alcoholic	110	347	428	139	327	46	328	61	323	310	106	363	2,888	3,000
Bar purchases - alcoholic	661	217	300	1,654	140	150	471	454	316	153	811	590	5,917	7,000
Lux. Paper goods/Consumables	119	550	63	524	28	360	232	207	54	260	329	151	2,877	2,600
Lux. Maintenance & Repairs	58	0	110	1,003	0	388	274	95	8	0	340	143	2,419	3,100
Lux. Equipment - New & Replacements	1,078	368	0	0	0	3	441	215	0	22	230	0	2,357	2,000
Lux. Equipment Hire	0	0	125	0	0	0	0	0	0	0	0	0	125	250
Lux. Postage	0	58	0	58	0	58	(27)	58	0	61	0	0	266	275
Rates	3,107	643	643	643	643	643	643	643	643	643	0	0	8,894	7,500
Electricity	614	459	383	363	418	390	463	539	700	687	725	614	6,355	5,800
Gas	81	0	52	0	0	40	0	0	126	0	0	226	525	500
Water	234	332	92	0	0	230	0	383	0	0	0	231	1,502	1,120
Lux. Telephone	13	13	14	13	14	14	14	14	15	14	15	14	167	200
Refuse collection	215	226	226	226	226	226	226	0	219	107	99	0	1,996	1,500
StockTaking	185	0	0	185	0	0	185	0	0	195	0	0	750	750
Lux. Stationery	0	0	0	0	0	0	0	104	0	0	0	0	104	100
Lux. Recruitment Advertising	0	0	0	0	0	0	0	0	0	0	0	0	0	150
Lux. General Advertising	94	278	40	91	85	90	60	160	215	108	52	20	1,293	2,000
Lux. Uniforms	0	0	0	0	0	0	0	0	0	46	0	288	334	600
Lux. Training	166	0	0	0	0	0	0	0	0	0	0	0	166	500
Luxfords Salaries	6,964	8,009	8,929	7,017	8,438	7,556	7,664	8,743	7,586	7,480	7,621	9,318	95,325	83,837
Luxfords Casual wages	108	462	214	828	442	651	1,062	420	382	246	1,024	1,768	7,607	10,500
Lux Credit Charges	98	98	121	121	115	117	109	142	121	156	133	132	1,463	1,500
Total Purchases	16,829	15,345	14,446	15,727	13,770	14,055	15,324	16,300	13,605	13,981	15,057	17,724	182,163	174,782

* Please note: the above figures are subject to change after final year end journals.

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Meeting of the General Purposes Committee

Monday 20th May 2019

Agenda Item No. 5.3

BAD DEBTS UPDATE

1.0 Summary

1.1 The report details the current position regarding bad debts.

2.0 Details

2.1 The following bad debts are being pursued by the office:

- Ceroc Zeal – To pay £10.00 per week through debt collector
- Ms L Stewart
- Adoption UK

3.0 Recommendation

3.1 Members are asked to note the report.

Contact Officer: Christine Wheatley

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Meeting of General Purposes Committee

Monday 20th May 2019

Agenda item 5.4

TO NOTE THE END OF YEAR STATEMENT OF COMMUNITY INFRASTRUCTURE LEVY FUNDING FOR 2018/19

1.0 Summary

- 1.1 This report provides an update to members of the funds received through Community Infrastructure Levy in the financial year 2018/19.
- 1.2 The Community Infrastructure Levy (CIL) is a charge that local authorities (in this case Wealden District Council as the local planning authority) can set on new development in order to raise funds to help fund the infrastructure, facilities and services - such as schools or transport improvements - which are needed to support new homes and businesses in the areas.
- 1.3 The Town Council is required each year to report on the funds received through these developer contributions and the proposed way in which the funds are due to be spent. This information then has to be formally provided to Wealden District Council prior to the month of December in the following financial year. So in this instance, by December 2019.
- 1.4 Previously the Town Clerk sought advice on what the funding could be spent on. It was advised that any funds received should be spent on:

"The meaningful proportion of CIL monies given to the local parish and town councils can be spent on anything which will help to mitigate the impact of the development on the town or parish – considered to be a form of infrastructure.

Specific advice given by the government on the way in which CIL must be used, states:

"The levy can be used to fund a wide range of infrastructure, including transport, flood defences, school and education facilities, hospitals (medical facilities), and other health and social care facilities (as per section 216(2) of the Planning Act 2008.

The definition allows the levy to be used to fund a very broad range of facilities such as play areas, parks and green spaces, cultural and sports facilities, academies and free schools, district heating schemes and police stations and other community safety facilities. This flexibility gives local areas the opportunity to choose what infrastructure they need to deliver their relevant Plan.

The levy is intended to focus on the provision of new infrastructure and should not be used to remedy pre-existing deficiencies in infrastructure

provision unless those deficiencies will be made more severe by new development.

The levy can be used to increase the capacity of existing infrastructure or to repair failing existing infrastructure, if that is necessary to support development.

- 1.5 A substantial amount of the funds received have already been committed during the budget setting process, to assist with the replacement of old street lights in Keld Drive, Grange Road and Selby Rise (*estimated in the region of £25k*).

2.0 Recommendation

2.1 Members are asked to:

- (i) note the income received in 2018/19 through Community Infrastructure Levy Funding.

Contact Officer: Holly Goring

Appendices:

Appendix A: Community Infrastructure Levy Statement 2018/19

APPENDIX A

Community Infrastructure Levy Statement 2018/19

Details	Note No *	£
CIL Receipts for reported year Cash	1	5,937.55
Total CIL receipts for reported year	1	
Details of any notices received in accordance with regulation 59E, including;		
<ul style="list-style-type: none"> The total value of CIL receipts subject to the aforementioned notices during the reported year 	2	NIL
<ul style="list-style-type: none"> The total value of CIL receipts subject to the aforementioned notices in any year that has not been paid to the relevant charging authority by the end of the reported year 	2	NIL
Total value of CIL receipts subject to aforementioned notices for reported year		
<ul style="list-style-type: none"> Total CIL receipts for reported year retained at end of the year 	3	5,937.55
<ul style="list-style-type: none"> CIL receipts from previous years retained 	3	14,319.27
Total amount of CIL receipts retained for reported year		
<ul style="list-style-type: none"> Expenditure on infrastructure 	4	NIL
Total CIL expenditure during the reported year including:		
<ul style="list-style-type: none"> The amount of CIL to which an infrastructure payment relates (list each payment individually) 	5	NIL
<ul style="list-style-type: none"> The item of infrastructure to which the above payment relates 	5	NIL

Notes

1. Regulation 62A 2(a) of the Community Infrastructure Levy Regulations 2010 (as amended) requires a local authority to report the total CIL receipts for the reported year,
2. Regulation 62A 2(d) of the Community Infrastructure Levy Regulations 2010 (as amended) requires a local authority to report details of any notices received in accordance with Regulation 59E¹, including;

¹ Regulation 59E covers notices served by Wealden District Council (WDC) of the Town or Parish Council requiring it repay some or all of the CIL receipts where WDC believes some or all of the CIL received by the Town or Parish Council has not been spent in accordance with the regulations to support the development of its area within 5 years of receipt or has been applied not in accordance with the regulations as stated at Regulation 59C.

- a. The total value of CIL receipts subject to notices served in accordance with Regulation 59E during the reported year;
 - b. The total value of CIL receipts subject to a notice served in accordance with Regulation 58E in any year that has not been paid to the relevant charging authority by the end of the reported year.
3. Regulation 62A 2(e) of the Community Infrastructure Levy Regulations 2010 (as amended) requires a local authority to report details of the total amount of:
 - a. CIL receipts for the reported year retained at the end of the reported year; and
 - b. CIL receipts from previous years retained at the end of the reported year.
4. Regulation 62A 2(b) of the Community Infrastructure Regulations 2010 (as amended) requires a local authority to report the total CIL expenditure for the reported year.
5. Regulation 62A 2(c) of the Community Infrastructure Regulations 2010 (as amended) requires a local authority to provide a summary of CIL expenditure during the reported year including;
 - a. The items to which CIL has been applied; and
 - b. The amount of CIL expenditure on each item.

Meeting of the General Purposes Committee

Monday 20th May 2019

Agenda Item 6.1

TO NOTE THE CURRENT POSITION WITH THE COUNCIL'S BUILDINGS

1.0 Summary

1.1 This report sets out the current position with the Council's buildings.

2.0 The Buildings

2.1 The Civic Centre, Victoria Pavilion, The Cemetery Chapels, The Signal Box, West Park and Foresters Hall, Osborn Hall.

The Civic Centre

- Roof clean with minor tile repairs - carried out in April 2019.
- New CCTV system is being installed W/C 20th May 2019.
- New WiFi system to be installed to increase our service to room hirers and offer better protection for UTC from users.

Victoria Pavilion

- External steel faced doors have been fitted however temporarily due to contractor error. Have been remeasured and being manufactured;
- A copy of the leaseholder's fire risk assessment has been requested;
- The public toilets have been padlocked shut out of staffing hours due to vandalism which occurred in December 2018 and again in March 2019 following the £800 repair works.

The Signal Box

- The staircase has been strengthened and braced with scaffolding whilst we await the hardwood replacement.

Foresters Hall

- Minor decorating works are ongoing;
- Notices have been placed on vehicles on a weekly basis found in the car park (not linked to bookings in the hall) resulting in some cars moving. However, the same residents' cars are remaining in the car park.

Snatts Road, Chapel

- Orders and deposits have been placed to carry out repairs and install protection grates to the chapel windows.

Osborn Hall/Hempstead Lane car park

- Car park has been resurfaced which included parking space linings.

The Hub/CAB/Source

- South porch was demolished in late Apr/early May19 which included minor asbestos removal following building survey.

West Park

- Roof repairs are programmed to be carried out in the coming months;

2.2 2A Vernon Road,

- New tenant moved in April 2019.

3.0 Annual maintenance programme

3.1 Works are near completion for the year 3 maintenance programme, with work still outstanding to the exterior doors at Victoria Pavilion.

3.2 The second round of the tender process for year 4 of our annual maintenance programme is underway.

4.0 Recommendations

4.1 Members are asked to note the report.

Contact Officers: Mark Francis/Holly Goring

Meeting of the General Purposes Committee

Monday 20th May 2019

Agenda Item 8.1

TO RECEIVE A REPORT ON HEALTH AND SAFETY WITHIN THE COUNCIL

1.0 Summary

1.1 This report provides an update for members on the various elements of health and safety that need to be considered within an organisation.

2.0 Health and wellbeing of staff

2.1 The most recent figures are for the current period. In 2018/19, we had three members of staff on long-term sick leave. One left the organisation as their contract was seasonal, the second came back on a phased return to work and has settled back into the daily routine well, and the third also returned to work on a phased-in basis.

	As at 06.05.19 (27 staff)	As at 21.05.18 (27 staff)
Actual days taken as short-term Doctors' certificate	16.0 days	0.0 days
Actual days taken as self-certificated sick leave	2.0 days	5.0 days
Average number of days self-certificated sick leave per person	0.07 days	0.19 days
Actual days taken as long term sick leave	0.0 days	0.0 days
Average number of days sickness per person	0.67 days	0.19 days
National average of sick days taken in the public sector per person (<i>*sickness absence in the labour market – ONS 2016</i>)	4.3 days	4.3 days

3.0 Personal learning and development

3.1 An online training portal has been set up by the Facilities Manager to enable all staff to easily carry out their refresher training in all aspects of the organisation's work. Currently 173 courses have been taken and passed so far.

4.0 Health and Safety Risk Assessments

4.1 Ongoing facility audits are being carried out frequently, with issues being addressed by staff or contractors.

4.2 A Health and Safety Audit has been carried out by the British Safety Council. The report has been received with a variety of recommendations, with an overall view of having a good foundation to build upon.

4.3 All risk assessments have been reviewed by the Facilities Manager, and a recent Health and Safety Audit carried out by the British Safety Council has highlighted where we may wish to add to these, to further strengthen the portfolio we have.

4.4 First aid kits in all buildings are being monitored and updated regularly.

4.5 The Facilities Manager is carrying out regular water monitoring of each building to ensure Uckfield Town Council remains compliant.

5.0 Fire Safety

5.1 The Facilities Manager has requested fire risk assessments from all tenants. Most have been received, with the Town Council still awaiting three out of the seven required.

6.0 Cleaning

6.1 The Facilities Manager has arranged a new in-house cleaning arrangement giving the ability to keep a more regular and closer eye on any repairs or matters of health and safety in the pavilions and Foresters hall.

7.0 Accident reporting – Quarter 4 (2018/19)

7.1 No new incidents to report.

Contact Officers: Mark Francis/Holly Goring

Appendix A

UCKFIELD TOWN COUNCIL



MEMBERS AUDIT FORM

MONTH *MARCH 2019*

Checklist:

Documents will be chosen at random by Members carrying out the Audit.

SAGE AUDIT TRAIL (DETAILED)

Check source documents including nominal code and authorisation.

Supplier Invoices	<input checked="" type="checkbox"/>
Customer Invoices	<input checked="" type="checkbox"/>
Timesheets	<input checked="" type="checkbox"/>

BANK RECONCILIATION AND VERIFICATION TO NOMINAL CODE:

Check bank reconciliation to SAGE print outs, bank statement and nominal codes.

Clerks Account	<input type="checkbox"/>
General Account	<input checked="" type="checkbox"/>
Special Interest Bearing	<input type="checkbox"/>
Lloyds Bank Account	<input type="checkbox"/>

PETTY CASH

Check cash balance and vouchers

Town Council Petty Cash	<input checked="" type="checkbox"/>
Luxfords Path Cash	<input type="checkbox"/>

Signed .. 

Print Name *P. J. SPARKS*

Dated *13th MAR 2019*

Supplier Invoice Checked

Supplier Name	Invoice No. and Date	P. Order No	Confirmed Stamped, signed, correct nominal code	Confirmed Cheque No. entered and signed by two Cllrs.
KD CARBONING	107309 11/3/2019	12123	115167	YGS
S BOYGS	102 27/2/19	N/A	115133	YGS.

Customer Invoices Checked

Customer Name	Invoice No.	Charges correct	Payment date on invoice	Bank Paying in receipt No.
COLoplast	CC 36667	YGS	21/3/19.	BACS 21/3/19 Statement No 909
RSCC	L 36640	YGS	17/3/19.	BACS 17/3/19 Statement No 908

Timesheets checked

Staff Name	Week/month Checked	Hours correct	Payment correct	Payslip date	BACS Form
G. POLLARD	MARCH 19	YGS. 37.	YGS.	29/3/19	536805746.

Bank Reconciliation Checked

Bank Account	Statement No.	Signed	Reconciled	Nominal Code
GNW A/C	919	YGS	Bank error Lechfield April 2019.	1200.

Petty Cash Checked

Account Name	Reconciliation Correct, Month	Voucher Name	Correct float to SAGE balance
Town Council	MARCH 2019.	SCREW FIX £24.98	YGS
Luxfords			

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Meeting of the General Purposes Committee

Monday 20th May 2019

Agenda Item 9.1 (i)

REPRESENTATIVES ON OUTSIDE BODIES: REPORT OF THE CITIZEN'S ADVICE BUREAU (CAB)

Annual Performance Report to Uckfield Town Council - 2018/19

Our objective

To provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. WCA will provide a free, confidential, independent and impartial service, valuing diversity, promoting equality and challenging discrimination. The service is open to all, informing people of their rights and responsibilities.

Key Performance Indicators

1. Opening Hours

1.1. The Uckfield office has provided advice: face to face, over the phone and by email during the following opening times. The bureau was closed between Christmas and New Year, but has otherwise only been closed for staff meetings and training. While we are offering the same number of full advice and specialist appointments as we have in the past, our opening hours for face to face drop-in advice changed to 11.00am-3pm from 1 November. From this date clients can also leave a voicemail or text for advice any time and the office will call them back, booking a timed appointment if required.

Day	Face to face	Telephone	Email
Monday	11.00 to 3	9.30 to 3	9.30 to 3
Tuesday	Specialist appts only	Available via other bureaux	
Wednesday	11.00 to 3	9.30 to 3	9.30 to 3
Thursday	11.00 to 3	9.30 to 3	9.30 to 3
Friday	11.00 to 3	9.30 to 3	9.30 to 3

1.2. In addition, we offer specialist money advice appointments at the bureau on Tuesdays and Wednesdays. Demand for the money advice service has been particularly high over recent months and we are now operating a waiting list.

2. Premises

2.1. A tender process is underway regarding the Hub roof and we have also had issues with damp and mould, of which the Council is aware. There has also been a recurrence of roof dust coming through into the administration office, where further sealing is planned. A full temporary relocation plan will be required when the roof replacement work gets underway, but it is difficult to firm up arrangements until the date for the work is known.

3. Performance

3.1. Our clients

3.1.1. The Uckfield office has helped **1800 clients** with information and advice in 2018/19 - that is **nearly 400 more people** than in 17/18.

3.1.2. **2 in 5** of our clients had a disability/long term health condition and **30% were 60 or over**.

3.1.3. Clients raised **6,141 issues** - giving a ratio of **3.4 issues per client**. Many of our clients continue to present with complex issues e.g. housing problems because of benefits delays and debt. The ratio of issues is significantly higher for **Uckfield residents (4.5 issues per client)** reflecting the fact that we are providing ongoing support to some particularly vulnerable local residents.

3.1.4. The number of those with poor mental health who seek our help continues to grow. A number of these clients can be quite aggressive, linked either to their health condition or in response to the desperate circumstances in which they find themselves.

3.1.5. We have recently undertaken a health & safety review across the service to ensure our volunteers and staff can operate the service safely. In addition volunteers and staff are receiving additional training on this area in June 2019 and an employee assistance programme has been put in place so that advisers dealing with stressful situations have someone to talk to in confidence in addition to the support offered in-house. We are also looking to build links with Southdowns Well-Being centres so that our clients with more severe mental health issues can access the level of support necessary given their specific needs.

3.1.6. These clients, along with our "regular" clients who have real difficulties managing their day to day lives, form an increasing part of our work - they have nowhere else to turn for support.

3.2. The issues they raise

3.2.1. A full summary of the issues handled is attached at annex A. The main five areas of advice were as follows: welfare benefits 32%; debt 17%; employment 9%, housing 7% and relationships & family 6%.

3.3. Outcomes gained

3.3.1. The Uckfield team secured **£863,137 in improved financial outcomes this financial year - a 48% increase on 2017/18** (£368,709 of which directly benefitted Uckfield residents - a 28% increase on last year). This could be anything from an increase in benefits, compensation, a refund, debt write-off, successful appeal or challenge.

3.3.2. The team gained **£511,999 in additional income** (e.g. benefits/tax credits) for clients over this period - a 35% increase on last year, (£215,262 of which was for Uckfield residents). These amounts may well be related to the significant delay clients experience in waiting for sickness and disability benefit claims to be processed. Back payments of £7-£10k are not uncommon.

3.3.3. With the support of our specialist money adviser, the team helped clients **write off £347k in debts**, often for people who had undergone a drastic change in their circumstances e.g. illness or loss of employment. The team also helped **85 people** who were homeless or threatened with homelessness - **sadly 73% up** on the 49 people helped in 2017/18.

3.4. Client Satisfaction

3.4.1. Our annual customer satisfaction survey (Jan-March 19) showed **99%** of clients receiving our face to face service were happy or very happy with the service they received. The only complaint received came from a client whom we had to ask to leave because of their threatening behaviour to a volunteer. 9 out of 10 clients surveyed by national Citizens Advice who used our telephone service were positive - with access being the main concern.

3.4.2. We launched our voicemail and text and ring back service in November 2018 in an attempt to improve the number of people who could access our service by phone. National Citizens Advice tell us that since the changes, **30% more people** get through to us on ADVICELINE than they did before.

3.5. Campaigning for change

3.5.1. Our top priorities for research & campaigns remain:

- The operation of the welfare benefits system, particularly for those making claims for sickness and disability benefits. We published our *It's Just Not Fair* report in February 2019, cataloguing the challenges and appalling delays experienced by clients trying to access the sickness and disability benefits to which they are entitled. This report has been shared with East Sussex MPs, including Nus Ghani MP and has been raised in a meeting with Amber Rudd MP, Secretary of State for Work & Pensions.
- Universal Credit, where we are focusing on the unfair application of benefit sanctions against clients who struggle to manage the online system and the level of deductions that can be made which is leaving clients with insufficient income to live on.

4. Our People

4.1. We are fortunate to have around 30 volunteers at Uckfield.

4.2. These volunteers have been supported by:

- full time equivalent advice session supervision
- a day a week admin support
- 1 day a week trainer

4.3. The hours available for training and cover supervision have reduced since 1 August. Access to the help of specialist benefits staff at Hastings Advice & Representation Centre ended last April with the withdrawal of Clinical Commissioning Group support, but funding has recently been secured to continue this service in 2019/10.

4.4. Wealden Citizens Advice is also supported by 6 volunteer trustees.

5. Other service developments

5.1. **Help to Claim** From 1 May we will be offering additional help for those making applications for Universal Credit. Thanks to funding from the DWP we will be running a dedicated phone line and offering additional pre-booked appointments to help people make and manage their on line claim. In Uckfield this will mean additional appointments and phoneline capacity available on a Tuesday when we are closed to drop ins. This will be run alongside outreach from the Lewes Job Centre if there is a need for work coaches to undertake interviews locally.

5.2. On 1 November, in partnership with colleagues in Citizens Advice across East Sussex and energy efficiency company RetrofitWorks, we took over the **Warm Home Check Service**, which aims to ensure the county's most vulnerable residents can stay warm and well. So far we have helped nearly 1,000 people across East Sussex, with nearly 500 assessed as eligible for additional help under the scheme, including insulation, draughtproofing, minor repairs and

in some cases even a new heating system. Many of those we have helped have been struggling without adequate heating or hot water for some time. We are running this service alongside our annual ***Warm in Wealden*** campaign, which offers an energy advice check to all clients who contact us who are at risk of living in a cold home - so no one goes away without help and advice regardless of their eligibility for the Warm Home Check Service

Annex A

Issues

	Issues	Clients
Benefits & tax credits	1,627	544
Benefits Universal Credit	335	175
Consumer goods & services	307	178
Debt	1,064	296
Discrimination	107	52
Education	13	10
Employment	535	198
Financial services & capability	301	116
Health & community care	101	55
Housing	440	224
Immigration & asylum	26	16
Legal	294	172
Other	209	111
Relationships & family	386	197
Tax	66	49
Travel & transport	111	75
Utilities & communications	219	90
Grand Total	6,141	

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Meeting of the General Purposes Committee

Monday 20th May 2019

Agenda Item 9.1 (vi)

REPRESENTATIVES ON OUTSIDE BODIES: REPORT OF THE WEALDEN DISTRICT ASSOCIATION OF LOCAL COUNCILS – PLANNING PANEL

Notes from Parish Planning Panel - 12 December 2018

The first discussion at this meeting related to the Village Core area and building outside the development boundary. It was stated that if a site outside the development boundary touched the development boundary and there was a road leading to the site then there would be permission in favour, if there was no road to the site then there could only be a maximum of two residential properties on that site.

A policy update was provided on the recent changes to the National Planning Policy Framework.

Presumption in favour of development where there is a lack of land supply. All sites are now deemed viable. It will be now be down to the developer to prove unviability - this will hopefully stop developers from reducing the number of affordable houses built on major sites.

Small sites are to be encouraged, more checks to be made on Brownfield sites, new rules on highways on volume of traffic and access to new sites if classed as dangerous. There will be stronger protection for ancient woodland and individual trees. Prebuild conditions will be stronger against the removal of trees. There will also be more protection for listed buildings in future.

Councillor Helen Firth

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